Get to know the latest Driver and Fleet management features: custom info fields & bulk actions

Custom Info Fields

What's new?

Do you have additional information you'd like to capture about your drivers or vehicles? Good news. You can now request additional fields to be added to these pages! Storing this data in the VOC means it's available right in the moment when your team is making fleet or vehicle management decisions, speeding up their workflows.

How does it work?

Many customers wish to store additional operational data about specific vehicles or drivers directly in the VOC. Maybe you want easy access to a vehicle's Registration Date, or a driver's ID badge number. Whatever information you need access to can now be stored as a "custom field". Custom fields relate to drivers or vehicles.

You can request a "custom field" by filing a Zendesk ticket Simply tell us the names of the field(s) you'd like added, whether it's a "driver" field or a "vehicle" field, and the required format (e.g., dropdown, date, text, number, etc.). If it's a dropdown, please tell us all possible choices for the dropdown menu.
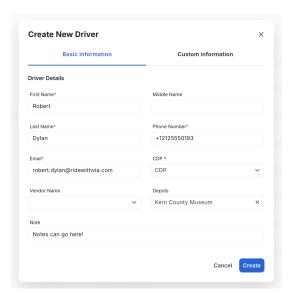
Note that these custom fields do not have any impact on what drivers/vehicles can be assigned to what shifts or service zones, nor does it impact vehicle capacity. These simply store information.
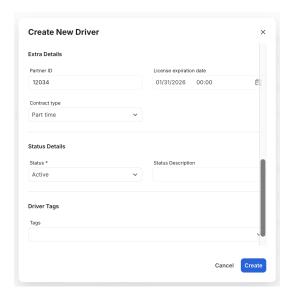
In addition, "depot" is now an included field on all drivers and vehicles. This is a dropdown that will include all start and end shift locations in your service. This field is optional - if you'd like to associate a driver or vehicle to a specific start or end shift

location for your records, you can do so here. **Reminder: using this field does not impact vehicle assignments, it just keeps a record of the depot you've associated it to.**

Once added, you will see these fields when creating or editing a driver and/or vehicle.

Bulk Actions

Additionally, we're adding more bulk actions when selecting multiple drivers or vehicles! This will also help your team complete daily tasks more quickly.

You can select all (or some) drivers and take the following actions in bulk :
- Generate temporary password
- Assign depot
- Assign vendor (if relevant for your service)
- Assign tags (if relevant for your service)
- Deactivate drivers
- Activate drivers

Similarly, you can select all (or some) vehicles and take the following action in bulk:

- Assign vehicle type (if relevant for your service)
- Add vehicle image
- Assign vendor (if relevant for your service)
- Assign depot
- Assign tags (if relevant for your service)
- Deactivate vehicles
- Activate vehicles

If you have multiple pages of drivers or vehicles that you need to bulk update, you can select all on one page and move to the next page to select additional rows.

FAQs

Why am I seeing a field for "depot" on drivers and vehicles? Does this field impact my driver or vehicle assignments?
The "depot" field will be added (blank) to all driver accounts and vehicles. This field is completely optional and does not impact assignments of drivers/vehicles to shifts.

How can I request fields to be added?
Submit a zendesk ticket with the specific fields you'd like to be added on the drivers and/or vehicles pages and the required format (ie dropdown, date, text, number, etc).

Can I view new fields in reporting?
Custom fields will not be reflected in reporting - they can only be viewed directly in the drivers and vehicles pages.

Next steps

This will be enabled in the coming weeks. Please share any feedback with us through Zendesk - we'd love to hear your thoughts.